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PERSONNEL CLAIMS CHECKLIST

THE FOLLOWING DOCUMENTS ARE REQUIRED WHEN SUBMITTING A CLAIM FOR PERSONNEL PROPERTY CLAIMS:

- _____ DD FORM 1842-(*If signed by someone other than the claimant, a power of attorney must be attached*)
- _____ DD FORM 1840/1840R-(*Required for Household Goods, Hold Baggage or Storage Shipments*). **ALL DAMAGE AND/OR LOSSES MUST BE NOTED.**
- _____ STATEMENT (*detailing MISSING Items or PRE-EXISTING DAMAGES*)
- _____ DD FORM 788-(*POV Shipments only*)
- _____ DD FORM 1844-(*Must include description of the item, extent of damage, inventory number, original purchase cost, month and year of purchase, and amount claimed*)
- _____ INVENTORY-(*Required for Household Goods, Hold Baggage or Storage Shipments*).
- _____ ESTIMATES OF REPAIR/REPLACEMENT COSTS
- _____ ELECTRONIC REPAIR REPORT FOR ANY ELECTRONIC ITEMS
- _____ GOVERNMENT BILL OF LADING (GBL)/DD FORM 1164 (*For NTS Shipments*).
- _____ DECLARATION OF INSURANCE COVERAGE
- _____ COPY OF INSURANCE POLICY AND/OR SETTLEMENT FROM INSURANCE COMPANY
- _____ ORDERS



CLAIMANTS MUST HAVE SOME SUBSTANTIATION FOR VALUE AND DAMAGE-\$100.00 is the maximum allowable payment for an item that does not have an estimate of repair. Claims for items of \$100.00 or more must have substantiation as to the value [e.g. appraisals (usually not payable), receipts, canceled checks, estimates from stores or repair shops or advertisements].

PLEASE RETURN THIS CHECKLIST WITH YOUR CLAIM

B. INSTRUCTIONS

PLEASE READ THESE INSTRUCTIONS CAREFULLY.

These instructions will provide you with guidance in preparing and submitting the documents and forms, which are essential for this office to process your claim. Failure to properly complete the claim forms or provide the necessary information will delay the processing of your claim and may result in denial of the claim.

1. CLAIMS OFFICE CONTACT INFORMATION

a. Claims personnel are available to assist you. If you have any questions, contact the Claims Office at **DSN 753-8529/ 753-6245**.

2. PURPOSE OF THE PERSONNEL CLAIMS ACT:

The statute which authorizes compensation for personal property losses that occur incident to service is a gratuitous payment statute. It does not provide insurance coverage. Army Regulation 27-20 provides that a claim may be allowed only for the amount and quantity of personal property considered reasonable or useful for the claimant to have possessed or used under the attendant circumstances incident to service or employment. The amount of compensation allowed for damage caused by the carrier/shipper is limited to the fair market value of the property at the time of the loss.

3. DEADLINE FOR GIVING NOTICE OF DAMAGE (DD FORM 1840/1840R):

a. **NOTICE OF DAMAGE OR LOST MUST BE GIVEN WITHIN 70 DAYS OF DELEIVERY OF THE PROPERTY.** THE DD FORM 1840/1840R IS THE PINK FORM THAT SHOULD BE SIGNED BY THE SERVICE MEMBER (OR RECEIVING AGENT) AND THE CARRIER'S REPRESENTATIVE AT THE TIME OF DELIVERY. Any missing items or other apparent damage should have been noted on the 1840 side of the form at the time of delivery. The carrier's agent should have retained a copy and initiated tracer action on any missing items. Any additional damage which you discover later must be listed on the DD Form 1840R side and turned in to the Claims Office within 70 days of delivery.

b. If additional loss or damage is discovered after you have delivered the DD Form 1840/1840R to the Claims Office (and before the 70 days has elapsed), **you must file a supplemental DD Form 1840R with the Claims Office.** Merely listing the additional damage on the DD Form 1844 is not sufficient notice of the additional damage.

c. Failure to comply with the notice requirements will result in total denial of the amount claimed for items on which notice was not timely given, unless you have good cause for not complying. If waiver of the notice requirement is requested, you must provide a written statement of the reason for not complying. A copy of any supporting documents should be attached to the request. **NO APPOINTMENT IS REQUIRED FOR YOU TO TURN IN THIS FORM.** Please note that turning in the DD Form 1840/1840R (pink forms) does not mean that you have filed a claim.

4. **DEADLINE FOR FILING A CLAIM (DD Forms 1842 and 1844):** A Claim is a request for payment of a specific sum of money. You must submit your claim within **TWO (2) YEARS** of the **DATE OF DELIVERY** of the property by the carrier. Failing to do so will result in denial of the claim. Claims personnel do not have authority to waive this requirement under any circumstances. Please note that **turning in the DD Form 1840/1840R Notice of Loss or Damage (Pink Forms) DOES NOT** mean that you have filed a claim.

C. WHAT MUST BE FILED.

1. **A copy of the DD FORM 1840/1840R** (which shows that notice of the damage has already been provided).

*The following forms and documents are required for filing and substantiating a claim. The forms must be legibly filled out. Use **black ink only**.*

2. **DD FORM 1842:** (Claim for Personal Property against the United States): *Read the back of this form immediately and then complete Part I (blocks 1-18). Refer to the completed sample at the back of this booklet.*

3. **DD FORM 1844:** (Schedule of Property and Claim Analysis Chart):

- a. Complete blocks 1 – 13 only. Refer to the completed sample on page 10.
- b. List each damaged or missing item separately. Describe the damage that was caused by the carrier/contractor, be specific. Include the size brand/pattern name and model number. You must also include the date of purchase and the purchase price. If the item was received as a gift, include the date you received it. If you purchased the item used, please indicate so on the form. Failing to adequately describe the nature of the damage will adversely affect your claim.
- c. Claim only the damage caused by this particular shipment. **If you claim any pre-existing damage, you may forfeit your right to compensation for damages caused by this particular storage/shipment.**
- d. You may be required to submit the purchase receipt for expensive items.

4. **GOVERNMENT BILL OF LADING (GBL):** If you do not have the GBL, you may obtain a copy from the Fort Rucker Transportation Office, Inbound Section, located in Bldg 5700, Room 270 or by calling (334) 255-2343.

5. **INVENTORY:** You must submit the original Origin Inventory which notes the condition of your household goods at the time they were packed. If you have misplaced this document, you must obtain a copy from the origin transportation office or the carrier.

6. **INSURANCE POLICY:**

- a. You are required to complete a Declaration of Insurance Coverage Form.
- b. If you had private insurance on the property you have the option to file a claim with your insurance company or file a claim against the United States. Claims against the government are subject to certain limitations on the type, quantity, and amount payable. They are also subject to depreciation to arrive at the fair market value of the item.
- c. You must provide a copy of the insurance company's decision and analysis of your claim, as well as, a copy of the insurance policy and policy coverage declaration at the time your claim is filed against the United States.

7. **ORDERS:** You must submit a copy of the orders that authorized the particular shipment/storage/travel on which your claim is based.

8. **REPAIR/REPLACEMENT COST ESTIMATES:** Army regulations provide that it is the claimant's responsibility to obtain a reasonable estimate to substantiate the repair or replacement cost of a damaged or missing item. Only reasonable repair or replacement costs are allowed. Local repair/replacement costs should be submitted, unless the item is of unusual nature and cannot be repaired/replaced through local sources. ***Carefully read the instructions below:***

a. **REPAIR ESTIMATES:** A repair estimate is the estimated cost that a reputable repair shop (in the business of repairing the type of damage claimed) would charge to repair an item. It is not an appraisal. An appraisal will not suffice for a repair cost estimate.

(1) You will need a repair estimate if there is extensive damage to an item or the repair cost is likely to exceed \$100.00. If the damage to an item is nominal (depending on the reasonable value of the item), no written estimate of repair cost is necessary. For instance, a minor rub or scratch to a table which can be touched-up for less than \$50.00; a loose binder on a book that can be reglued by claimant for the cost of the glue \$4.00 or a broken chair leg which can be replaced for \$25.00.

(2) Claims personnel will give you a form which must be completed by a reputable repair shop to substantiate shipping damage to an electrical item. You must provide the completed form to the Claims Office, if you do not, such failure could adversely affect your claim.

(3) If a repair firm charges you an estimate fee, that is not included in the repair bill, obtain a separate receipt, which indicates whether or not it will be credited to the repair bill if you select the shop to repair the damage. You may claim reimbursement of the estimate fee that is not creditable to the repair bill. Only a reasonable estimate fee will be allowed. Reimbursement is not authorized unless you actually paid the fee. **Appraisal fees are not repair estimates. Appraisal fees are not authorized, unless the appraisal is specifically requested by the Claims approval official (Claims Attorney, Claims Judge Advocate).**

(4) It is your responsibility to ensure that the repair estimate describes the work that is to be performed. It is also your responsibility to ensure that the estimate does not include the cost to repair preexisting damage.

(5) If the item cannot be repaired for a reasonable amount or the repair cost will exceed the reasonable cost to replace the item, the firm should write an explanation to that effect on the repair estimate. When necessary, Claims personnel will contact the repair shop regarding the cost and work to be performed.

b. **REPLACEMENT COST ESTIMATE:** For any item that is missing or totally destroyed (determined to be unrepairable by a shop in the business of repairing such items or it is not economical to repair because repair costs would exceed replacement cost) you should obtain a replacement cost estimate to substantiate the replacement cost amount that you are claiming.

(1) The replacement cost estimate should be obtained from a local merchant/store that is in the business of selling the type of property that was lost or damaged.

(2) You may submit Web Sites/Catalogue clippings of identical or substantially similar items instead of a written estimate. The clipping estimate should be as specific as possible and include the name brand, pattern size and model number of the item. **Do not claim more than what is actually damaged. Do not claim a more expensive item than the one owned.**

9. APPRAISALS: A well documented and verifiable appraisal obtained prior to shipment of an item may be used to help substantiate the fair market value of an expensive item or antique that can only be purchased on the secondary market. Appraisal fees are not authorized, unless the appraisal is specifically requested by the Claims approval official (Claims Attorney, Claims Judge Advocate).

10. POWER OF ATTORNEY, DEATH CERTIFICATE, OR OTHER AUTHORITY TO FILE: If you are filing as the claimant's spouse, representative, agent, or survivor, you must submit the applicable authority at the time the claim is filed. The claim must be filed in the name of the soldier or Department of the Army employee in whose name the Orders and GBL were issued.

11. STATEMENTS:

a. **MISSING ITEM:** If any items are missing, you **must** write (**in your own handwriting**) a detailed statement concerning the missing items. This statement should contain, **at a minimum:** the date of purchase, the cost of the item, the location of the item when it was packed, how it was packed, when the carrier took possession of the item (date), and upon delivery, the appearance of the box that contained the item (missing, crushed, tampered with etc) and a brief description of the circumstances causing the loss. The statement should then be dated and signed.

b. **PRE-EXISTING DAMAGES:** If an item has pre-existing damages (such as a scratch or tear in the fabric, etc), you **must** write (**in your own handwriting**) a detailed statement that specifically lists what the damage is. The statement should contain, **at a minimum:** the date of purchase, the cost of the item and a brief description of the pre-existing damages. The statement should then be dated and signed.

D. IMPORTANT REMINDERS:

a. **DISPOSAL OF ITEMS:** **Do not throw away or otherwise dispose of any items without first obtaining permission from the claims officer.** The carrier or the government is entitled to the salvage value of items that are not totally destroyed. Department of the Army Pamphlet 27-162, paragraph 11-21f(8) requires that a claimant retain antiques, figurines and crystal with the single value of \$50.00 or more for a **minimum of 90 days after final payment.** Furniture, appliances and other expensive items **should be retained for carrier salvage for 90 days.**

b. **CARRIER SALVAGE RIGHTS:** It is not unusual for carriers/contractors to dispute a claim. **Carriers have the right to inspect damaged items within 75 days of delivery or 45 days** after the DD Form 1840R has been dispatched. You must allow the carrier to inspect the damaged items.

c. Notify the Claims Office if you relocate prior to final disposition of the claim.

E. **PENALTIES FOR FILING A FALSE CLAIM:** Denial of payment on items tainted by false information, recoupment from pay of any amount already allowed, and/or criminal prosecution which could result in a fine, imprisonment, or both.

F. **SAMPLES OF COMPLETED FORMS**

a. DD FORM 1842 (see website)

b. DD FORM 1844 (see website)

WE VALUE YOUR COMMENTS REGARDING THE SERVICE PROVIDED BY OUR OFFICE. PLEASE COMPLETE A CUSTOMER SERVICE SURVEY SO THAT WE CAN DETERMINE HOW WE CAN BETTER SERVICE OUR CLAIMANTS (We have no authority to change the governing regulations).